

Fatimata Diallo

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Summary

Talented Accounts Receivable Specialist with experience in financial services, collections and customer care management across diverse industries. Knowledgeable, analytical, and personable with excellent problem solving skills and strengths in areas of credit and collections. Proven to improve workflow efficiencies while maintaining high standards in customer service.

Skills

- Legal Compliance
- Payment Processing
- Portfolio Management
- Credit analysis
- Dispute Resolution
- Billing practices

Experience

10/2022 - Current

Senior Collections Specialist, **Discover Financial Services, DFS**, New Albany, Ohio

- Managed daily operations in collections department to ensure timely debt recovery.
- Developed strategies to reduce customer delinquencies and maximize collections.
- Monitored customer accounts for changes in financial status or contact information.
- Processed payments through various methods such as ACH, Debit Cards, and CTC.
- Remained calm, stayed professional, and provided exceptional service on calls, even when interacting with difficult individuals.
- Generated weekly performance metrics reports summarizing key performance indicators.
- Top 20 in the collections department
- Worked with team lead to host and assist with team meetings regarding strategies on improving calls for colleagues.
- Promoted twice within a span of 6 months

02/2022 - 09/2022

Data Entry Clerk, **Cambium Assessment**, Westerville, Ohio

- Reviewed existing information for accuracy and made necessary corrections.
- Provided support to management staff in regards to data entry processes.
- Followed up on pending tasks until completion.
- Reviewed and corrected standardized tests for K-12 graders before publishing process
- Followed data program techniques and procedures to maintain data entry requirements.

02/2021 - 12/2021

Customer Service Representative, **Ohio Health**, Dublin, Ohio

- Answered incoming calls from potential new patients and existing patient inquiries.
- Assisted in scheduling, rescheduling, and canceling appointments for patients.
- Verified insurance information prior to appointment booking.
- Ensured compliance with HIPAA regulations when handling confidential information.
- Provided assistance with additional tasks as needed or requested by management.
- Resolved customer complaints in a professional manner.

- Inputted patient data into the electronic health record system.

Education And Training

Expected in 12/2025
Bachelor Of Science, Information Technology
Miami University, Oxford, OH

Accomplishments

- Promoted Account Manager 2/14/23
- Promoted Senior Account Manager 4/27/23
- Winter Winnings 3/2/24
- Recognized by department manager and team lead numerous of times for being in the top 20 department

Languages

French:

Native/ Bilingual